

Subject: HB Williams Memorial Library Activity Report, October 2009 – February 2010

Prepared by: Pene Walsh, District Librarian, Douglas Birt, Corporate Affairs Manager

Meeting Date: 11 March 2010

Report to OPERATIONS Committee for noting

SUMMARY

The Aotearoa Peoples Network Kaharoa (APNK) is an IT service funded by Government, and provided at no cost to citizens throughout NZ via public libraries. Gisborne has experienced one of the highest take-ups in the country

Behaviour of young people is a continuing problem to all organisations that provide spaces available to the general public, but libraries are most vulnerable because they are warm and dry, and anyone may use them. To keep order, the library staff has been forced to nip offensive or threatening behaviour in the bud through a tough exclusion policy.

There is always an educative and/or learning component of information establishments like Museums and Libraries, particularly in school holidays. Our library programmes are actively supported by our community, and they make no distinction concerning social economic background – that is, they are available to all comers.

The continuing use of the library by a large representation of our community confirms the need for it, and justifies the resources put into it. In the last year there were 27% more people using the library and its services than the year before. This is a phenomenal growth rate, and clearly indicates the need to review the current facilities.

RECOMMENDATION

That the Committee

- 1. receives the report**

Pene Walsh
District Librarian

Douglas Birt
Corporate Affairs Manager

Our vision is to see 'Our Community is Connected'

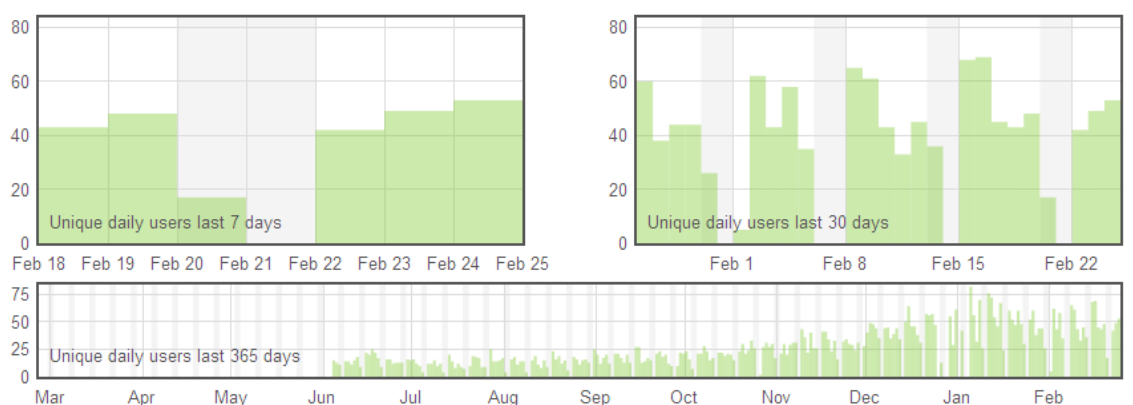
The library supports and leads equal access and informed context, to information, knowledge and recreation for our people to read, learn, connect and belong.

1. Aotearoa People's Network Kaharoa (APNK)

The **wifi connection** is used by customers who bring their own computers to the library. The uptake by locals and tourists continues to grow. The main impact is that all power supply points and study tables are used resulting in even more cramped conditions for users. Designated areas for wifi users have been implemented with an additional seating created specifically for these customers. A statistical snapshot below shows steady increase of users. Gisborne is positioned among the top usage numbers in the country. Those with higher usage tend to be towns with several branch libraries, high numbers of seasonal workers, tourists and students returning from University cities e.g. Nelson and Motueka.

The blank columns are Sundays when the library is closed.

Gisborne (HB Williams Mem.)



	7 days	30 days	365 days
Unique users/devices	146	449	1660
Total user/device sessions	252	1132	6079

(Vertical axis is number of users.)

Local users of the PCs and wireless network still use social networks but many are applying for jobs or study courses, creating travel itineraries and undertaking research, thus adding value to their information needs in an independent and staff-supported manner.

- **Behaviour Issues**

The period passed once again with, quite simply, appalling behaviour issues with young people aged between approximately 12 – 20 years, many of whom should have been at school. Essentially these people have social problems that have had significant impact upon staff ability to do their jobs safely. Numerous complaints were received from other customers, and staff, who felt intimidated, threatened and unable to go about their own business in the library. This has somewhat offset by different use of APNK over the holidays when we saw large numbers of foreign visitors and seasonal workers who were without exception pleasant to deal with.

Rules surrounding use of the People's Network were adjusted with basically a zero tolerance for poor social behaviour and all staff given authority to make on-the-spot decisions to ban offenders from the library for an appropriate period. Significant support and contribution has been made by the City Watch Team who cannot be applauded enough for their relationship building and tactful dealings with people in town and customers and staff in the library. They also handled several significant behavioural issues within and outside the library providing prompt liaison with Gisborne Police.

Asset – Building and Surrounds

- **Graffiti** – a spate of graffiti both inside and outside the library over December/January has kept council staff busy painting it out or cleaning from carpet and windows.
- **Carpark** – Clear road marking has re-designated areas of the library car park for Council and lessee use.
- **Power Circuit Boards** – Building – Since installation in 1967 the circuit boards have had to cope with advent of air conditioners, alarm systems, other security systems, computers and associated technology. They are not designed to cope with the work they are being asked to do and as such are starting to fail. A recent circuit failure for a bank of lights has meant 2 sets of lights now run of the same circuit. During the work being done to repair this on Friday 26th February a power surge outed telephones and computer hubs and completely blew a unique power supply cord to the public wifi network. A replacement cord is being sought overseas but in the meantime the wifi service has been withdrawn. Up to 60 people a day are not happy and this is a serious glitch in customer service. It is extremely fortuitous that a replacement part was able to be acquired, and the wifi network was back in service at 9.00 a.m. on Monday 1st March. All power supply arrangements to the library will need to be reviewed and funding allocated, most logically in 2014 when building redevelopment is undertaken.

3. Work Experience and Community Max project

- A student from Campion College has started weekly work experience with on-site support from a teacher aide.
- Our employee for the Community Max scheme has enrolled at University and a replacement is being sought to continue work on this project. Duties include updating and maintaining Membership Database, Street Names Database and Ngati Porou Bibliography Database. To date culling of the membership database has reduced registered member number but provides more accurate information in order to compare member numbers against actual library visitor numbers. Emerging information indicates more people use the library but do not necessarily borrow materials.

4. Literacy Awareness, Development and Promotions

- **On The Bus : Maori Writer's Tour**

Funded by Toi Maori Aotearoa and jointly delivered with the library, 3 Maori Writers – Apirana Taylor, Melanie Drewery and Kelly Joseph toured the coast and an event was held in the library. This contributed to actively providing literacy service to the rural sector.

Date	Time	Kura/Organisation	Mahi/Activity	
25 th Nov 2009	9.30-10.30am	<u>Manutuke Primary School</u>	Storytelling <u>Waiata</u> Discussion /Poetry	250 Students 6 Teachers
	11.30-12.30pm	<u>Toihoukura</u>	Browse Current Exhibitions	3 Writers
	1.30-2.30pm	Gisborne Boys & Girls High	Writing Discussion /Poetry <u>Waiata</u> Q & A's	60 Students 4 Teachers
	3.30-4.30pm	<u>Turanga FM</u>	Radio Interview & Talkback	3 Writers & Radio Host
	6.00-7.00pm	HB Williams Memorial Library	Storytelling /Reading /Poetry/Discussion <u>Waiata Q&A's</u>	30 Attendants
26 th Nov 2009	9.30-10.30am	<u>Hiruharama Schools (& Mata School)</u>	Storytelling /Reading /Poetry/Discussion <u>Waiata Q&A's</u>	110 Students 6 Teachers
	11.20-12.00pm	Radio <u>Ngati Porou</u>	Radio Interview & Talkback	3 Writers & Radio Host
	1.30-2.30pm	<u>Hatea-a-Rangi School (& Waipiro Bay School)</u>	Storytelling /Reading /Poetry/Discussion <u>Waiata Q&A's</u>	60 Students 4 Teachers

- **NZ Book Month**

Aimed at raising awareness of New Zealand authors, a series of activities, mainly for adults, were held with great success in the library. We were also supported financially by NZ Book Month Group and 2 publishers to bring 2 authors to Gisborne.

A musical event held in library Sunday 18th October with Mike Dickison author of "Kiwi Ukulele : the Kiwi Ukulele companion" who travelled from Christchurch.

Our other major event was held off site when film rights were obtained and funded by Creative Tairāwhiti to show a screening of "In My Father's Den" at Dome Cinema. This was preceded by a presentation by Hamish McDouall (of Mastermind fame) with his book "100 Essential New Zealand Films"

Another example of funding support and partnerships with external agencies.

- **Annual Book Sale**

Themed "Nightmare on Peel St" the annual sale of decommissioned stock saw over 1500 people attend and \$4645.50 recovered



Queue waiting to pay for their bargains

- **Books For Samoa and Fiji**

A number of boxes of decommissioned books were sent to Samoa post-tsunami 2009. They were to be sent prior to the event but delivery was postponed.

We worked with another agency to sent decommissioned stock to libraries in Fiji. Both countries appreciate the contribution to improving literacy in their countries.

- **H B Williams Memorial Library Book Trust Donations**

The Trust has made 3 donations this year:

\$2000 for large print Western genre books. Westerns are enjoying a 'revival' and these books are particularly popular with older customers

\$2000 for Playaway' preloaded mp3 audio books for children. These are essential single title ipods. The customer provides their own earphones or buys a set from the library. The Lightning Readings Bookclub acted as a focus group to trial these items and feedback was overwhelmingly positive. A couple of adult titles have been purchased and customers are asking for more to be added to stock



\$15,000 was gifted to as a one-off donation, spread across all of collection to cover the shortfall of the \$30,000 cut to the book-vote made by Council for the 2009/2010 year.

- **One Million Minutes Literacy Challenge**

This literacy awareness programme involves all sectors of the community and is ongoing until the goal of one million reading minutes has been reached.

At the time of writing 603,440 - only 396,560 minutes to go!

5. Summer Reading Programme

Theme: Dive into Books = Rukuhia i nga Pukapuka

7 December 2009 – 22 January 2010.

This was the thirteenth summer reading programme funded by Eastern and Central Community Trust and was run by 23 libraries in the region. Events included storytelling, a magic show, arts & craft activities and dress-up days.

All library staff participated in some way to make the six-week programme a success. The programme was ably supported by vacation student, Suzi Bennett.

The programme concluded with a finale party held at the City Faith Centre, where each child who successfully completed the programme received a medallion, certificate and a book followed with refreshments.

176 children registered. **139** completed the programme.

Total number of book review interviews with children over the 6 weeks = **692**

Reading recovery participant = **1**

First time participants = **57**

Second time programme = **43**

More than 2 programmes = **76**

6. Maths is Fun Literacy Programme for Children

Year 1 – 8 maths lessons from 2 teachers over 4 day period, funded by Eastern & Central Community Trust and managed by children's Section staff and Wairarapa REAP. This programme encourages children to have fun with basic numeracy skills and apply numerical literacy to their daily lives. 2 qualified teachers are employed to deliver the programme in the library.

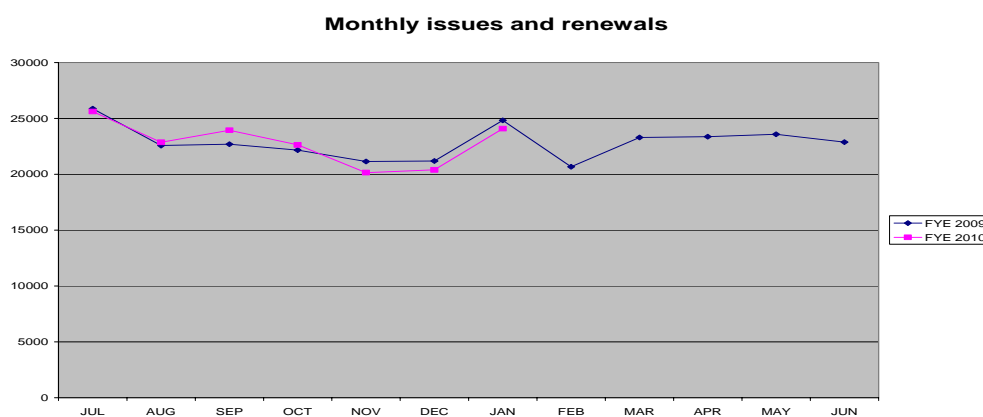
Lessons were held in the library each day for each year group.

73 children completed the programme.

7. Lending services

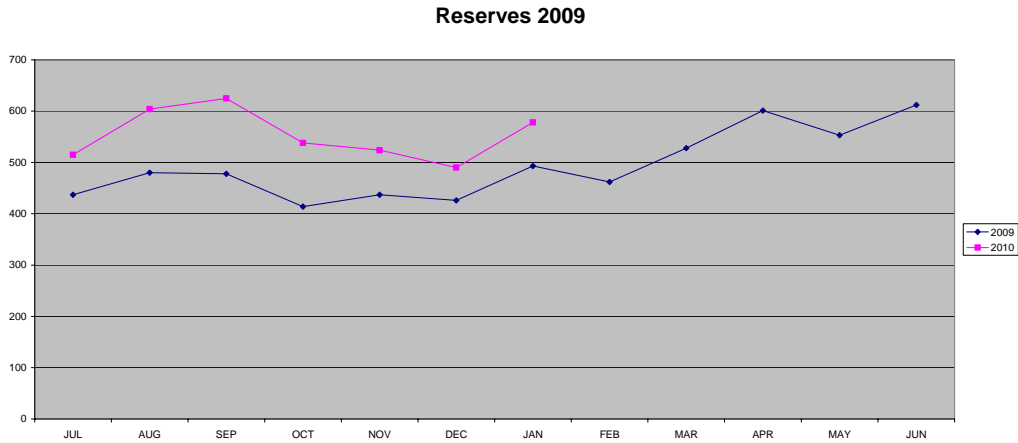
- **Issues**

Seasons trends are similar to last year with overall total issues for the period the same – approximately 160,000 to date.



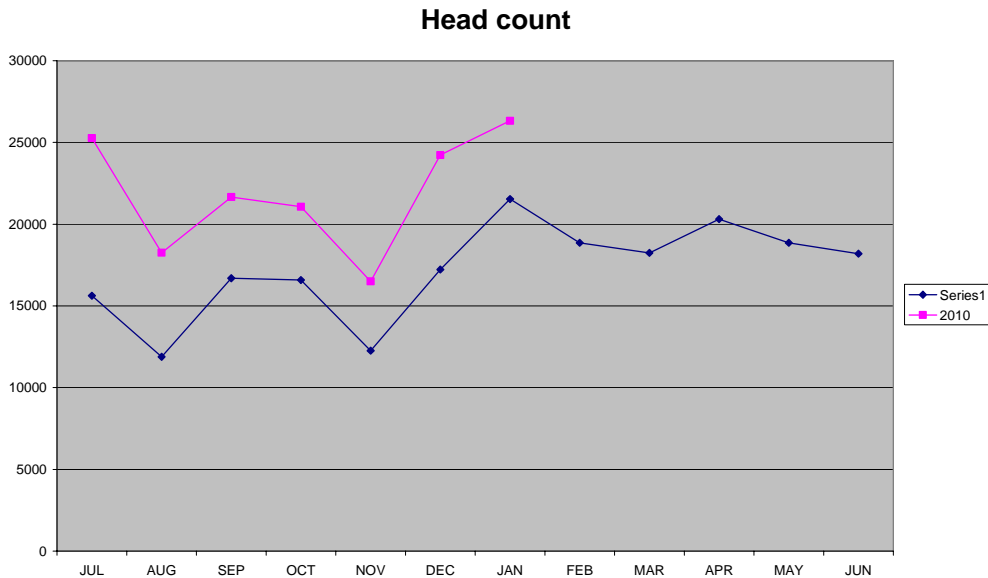
- **Reserves**

Reserves placed for material has increased by 20%. This is a direct result of developing reader's advisory services part of which involves 'selling' books and promoting online 'my account' facilities. Nearly 1/3 of reservations are placed directly by customers using online facilities.



- **Visitors to library**

To date there are 27% more people using the library than the previous year with an average of 22,000 people per month or 5,100 people per week visiting the library, obviously placing pressure upon space availability and staff resources.



- **Rhythm and Vines**

Like the rest of Gisborne this event attracted unprecedented numbers visiting the library. Between Christmas and New Year (when we do not hold any events and is traditionally the quietest time of year) visitor numbers reached 1800 on one day when people were literally jostling each other for space and sitting on the floor as all seats were taken. The main purposes for R & V visitors were to meet up with friends or to print their event tickets.

8. Digital Audio Books (e-books)

Council cannot financially afford to be an early adopter of delivery of e-books to customers. A lot of work is being done with investigations through consortia and other agencies are working with publishers. My work with EPIC governance group allows an insight into national and international progress but my feeling at this stage is that until an agreed delivery platform is established worldwide – much of which depends on the direction Amazon Books and Apple computers ultimately take, then introducing a new service at this point would be costly and technologically clunky to deliver through our website without support. However, there is a customer expectation for this service as a number of other New Zealand libraries already deliver e-books through Overdrive audiobooks. However, an immediate compromise we have made is the introduction of Playaway audiobooks – single title mps players that may be loaned from the library.